

## CIO Objectives Status Report

### October 1, 2004 to January 31, 2006

Twenty-three of the 28 objectives from the CIO Evaluation are complete while three objectives were given “yellow” statuses and one is “red.” One objective was cancelled during the review year. The final results for the 27 objectives are as follows:

- ❖ **Green** - 23 objectives (or 85%)
- ❖ **Yellow** - 3 objectives (or 11%)
- ❖ **Red** - 1 objective (or 4%)

#### Organizational Objectives

VITA Objective	Completion Due	Status	Comments
1. Integrate large agencies by December 31, 2004 without disruption in business operations	December 31, 2004	Green	<ul style="list-style-type: none"> <li>Completed merger and integration of large agency infrastructure assets, people, and operations into VITA organization with no disruption to customer operations</li> </ul>
2. Prepare a long term facilities plan for VITA involving the Richmond Plaza Building, the 411 Franklin facility, and other facilities in context of any PPEA proposals by April 2005	April 1, 2005	Green	<ul style="list-style-type: none"> <li>Report was completed and presented to the ITIB and is being used by the PPEA team for analysis to plan future facilities</li> </ul>
3. Develop a VITA Operations Plan, containing agency goals, objectives, related action plans and metrics for each Directorate by July 1, 2005	July 1, 2005	Green	<ul style="list-style-type: none"> <li>The VITA Operations Plan was completed on time and submitted to the Department of Planning and Budget (DPB) – this fulfilled DPB’s requirement for an agency Strategic Plan.</li> <li>DPB had no recommended changes to the Plan.</li> <li>VITA submitted a second version of the Plan to DPB by their September 15<sup>th</sup> deadline – this reflected the potential impacts of PPEA implementation.</li> <li>The Plan will be posted on the VITA web site by DPB’s deadline of January 31, 2006.</li> </ul>
4. Develop detailed plans for transformation by April 1, 2005	April 1, 2005	Green	<ul style="list-style-type: none"> <li>The VITA Operations Plan (see #3 above) describes how the agency will operate during fiscal years 2007 and 2008</li> <li>The PPEA agreement with vendors also outlines our transformation into the future.</li> </ul>

## Personnel Objectives

VITA Objective	Completion Due	Status	Comments
1. Revise employee evaluation system, linking assessments to performance measurements by March 30, 2005	March 30, 2005	Green	<ul style="list-style-type: none"> <li>A new performance evaluation system was introduced with the transition of all the customer-based employees under VITA.</li> <li>Focus was placed on performance achievements and employee development.</li> <li>Employee evaluation system will continue undergoing refinements so as to make the evaluation of performance measurements more sophisticated.</li> <li>This project has been carried over to the 2006 objectives.</li> </ul>
2. Conduct an employee culture survey and develop an action plan to build upon strengths and improve deficiencies	March 1, 2006	Objective cancelled	
3. Establish an employee rewards and recognition program by January 2005	January 1, 2006	Green	<ul style="list-style-type: none"> <li>Policies and procedures were developed and sent to the Department of Human Resource Management in July 2005.</li> <li>Since the policies and procedures were developed, an employee has been hired to administer this program. Among other things, this employee is implementing ongoing employee service awards on a quarterly basis. Other programs include revitalizing a monthly directorate activity for employees and other recognition programs</li> </ul>
4. Provide customer service training to all VITA employees by July 1, 2005	July 1, 2005	Green	<ul style="list-style-type: none"> <li>It was a commitment to have all VITA employees take a basic, introductory customer service course that was developed by Professional Development staff.</li> <li>All employees took the program from the agency's new Learning Management System, called the VITA Knowledge Center.</li> </ul>

## Project and Operational Performance

VITA Objective	Completion Due	Status	Comments
1. Develop an internal and external reporting system to provide enhanced visibility for VITA's metric performance measurement results by February 2005	February 1, 2005	Yellow	<ul style="list-style-type: none"> <li>VITA Internal Dashboard was implemented in January 2005 including the CIO dashboard.</li> <li>The external/public view version was delayed until 2006 due to resource constraints and the need to improve the quality of data in the dashboard – this is planned for spring 2006 to be consistent with Governor Kaine's directions.</li> <li>Plans are to rollout a "generic" enterprise view on January 17th to a pilot group.</li> </ul>
2. Develop a plan to make 60% of eligible state services available electronically by July 1, 2005	July 1, 2005	Green	<ul style="list-style-type: none"> <li>72% of eligible citizens services were available during fiscal year 2005. Report produced June 9, 2005.</li> </ul>
3. Implement at least four major Commonwealth enterprise initiatives by September 30, 2005	September 30, 2005	Green	<ul style="list-style-type: none"> <li>Learning Management System, Enterprise Systems Interface, Enterprise Dashboard Templates, Enterprise GIS and Shared E-mail completed prior to the end of the review period.</li> </ul>
4. Establish an Independent Verification and Validation (IV&V) program to conduct independent third party audits for major projects and complete initial audits for all major projects by January 11, 2005	November 2005	Green	<ul style="list-style-type: none"> <li>This program will establish an Independent Verification and Validation (IV&amp;V) process for independent (third party) audits of all Commonwealth major IT projects.</li> <li>Initial audits for all active major projects were completed by January 11, 2005. The program has been developed and is being validated by agencies initiating new major IT projects.</li> <li>All initial audits were completed on schedule.</li> </ul>
5. Implement a Project Portfolio Management System to prioritize VITA projects, allocate resources, and track budget and performance by February 1, 2005	February 1, 2005	Green	<ul style="list-style-type: none"> <li>The purpose of this project is to implement a Project Portfolio Management System to prioritize VITA projects, allocate resources, and track project cost, schedule, and performance.</li> <li>This project is combined with the Commonwealth Technology Portfolio Project and has been approved for development.</li> </ul>
6. Operate within or below approved budget expenditure levels	July 1, 2005	Green	<ul style="list-style-type: none"> <li>All VITA Directorates operated within their fiscal year 2005 budgets</li> </ul>

## Relationships

VITA Objective	Completion Due	Status	Comments
1. Continue to improve Virginia's national IT rankings including participation in NASCIO and the Center for Digital Government national surveys	September 30, 2005	Green	<ul style="list-style-type: none"> <li>Center for Digital Government ranked Virginia's state portal, Virginia.gov, 5<sup>th</sup> nationally in its 2005 Best of the Web Contest</li> <li>VITA received the Spirit of Discovery Award for working with SeniorNavigator on investigating technical requirements, security, policies and procedures</li> <li>Submitted IT Integration to the Council for Excellence in Government and Ash Institute for Democratic Governance and Innovation at Kennedy School/Harvard University</li> <li>Submitted VORTEX to Southern Growth Policies Board 2006 Innovator Awards</li> <li>Participated in "State e-Government Strategies - Identifying Best Practices and Applications" survey through LBJ School of Public Affairs, University of Texas at Austin, for Congressional Research Service</li> </ul>
2. Respond and proactively communicate with agencies and all branches of state government on any issues or concerns related to VITA operations and services	September 30, 2005	Green	<ul style="list-style-type: none"> <li>CIO presentations to the Joint Commission on Technology and Science, Joint Legislative Audit and Review Committee, Senate Finance Committee, and the Senate Finance Subcommittee on General Government</li> <li>Quarterly report for July-September</li> <li>Three monthly Service Bulletins for October, November and December</li> <li>Web accessibility standards workshop, follow-up survey</li> <li>Provided information on Supplier Managed Staff Augmentation (SMSA)</li> <li>Announced new Service Management Organization Director and formation of Directorate</li> <li>Posted all of the above information on the agency Web site</li> <li>Provided input to Secretary of Technology's "Building a Digital Foundation" report</li> <li>Distributed press releases on ITIB approval of IT Infrastructure Partnership, Governor Warner's approval of IT Infrastructure Partnership, and new ITIB member</li> </ul>

### Relationships (continued)

VITA Objective	Completion Due	Status	Comments
3. Ensure active participation and support in at least three community programs including the Combined Virginia Campaign	September 30, 2005	Green	<ul style="list-style-type: none"> <li>Supported the Combined Virginia Campaign, the Arthritis Walk, Virginia Blood Services drives and the Central Virginia Food Bank</li> </ul>
4. Conduct an external agency baseline survey by December 2004 and a third party "customer satisfaction survey" by June 30, 2005 to monitor effectiveness of VITA and Executive Branch Agencies	June 30, 2005	Yellow	<ul style="list-style-type: none"> <li>VITA conducted an informal survey with agencies during the second quarter of fiscal year 2005.</li> <li>VITA is working with the Center for Survey Research at the UVA to complete the formal customer satisfaction survey. The draft report from the survey was received on January 6th and is being reviewed before the final report is issued by UVA.</li> </ul>
5. Reestablish the Council on Technology Services by January 2005	January 2005	Green	<ul style="list-style-type: none"> <li>The first Council meeting was held on December 16, 2004</li> </ul>

### Savings Metrics

VITA Objective	Completion Due	Status	Comments
1. Offset agency integration cost of up to \$6.7 million in FY 2005 through identified cost savings initiatives	July 1, 2005	Green	<ul style="list-style-type: none"> <li>Successfully offset agency charges of \$5 million through identified cost savings initiatives totaling \$7.4 million. Therefore, exceeding the objective by \$2.4 million.</li> </ul>
2. Execute at least one public-private partnership initiative during FY 2005 to facilitate transformation, technology, innovation, and service improvement	September 30, 2005	Yellow	<ul style="list-style-type: none"> <li>ITIB recommended approval of partnership with Northrop-Grumman to Governor Warner on October 25, 2005</li> <li>Gov. Warner approved the ITIB recommendation on November 14, 2005</li> <li>VITA &amp; N-G are planning transition while awaiting review by the General Assembly that is prerequisite to final CIO approval of the partnership agreement.</li> </ul>
3. Achieve cumulative cost savings of \$27 million by the end of FY 2005	July 1, 2005	Green	<ul style="list-style-type: none"> <li>VITA achieved cumulative cost savings of \$30 million during fiscal year 2005.</li> </ul>

## Other Objectives

VITA Objective	Completion Due	Status	Comments
1. Promote the SWAM Plan as outlined in the Department of Minority Business Enterprises Plan	September 30, 2005	Green	<ul style="list-style-type: none"> <li>SWAM Plan developed, submitted to DMBE and Governor's office.</li> <li>Hired Supplier Outreach Specialist.</li> <li>SWAM spend targets drilled down to directorate level with continuing education and assistance provided by SCM Supplier Outreach Specialist and other staff on SWAM Spending opportunities.</li> <li>SWAM Resource Website developed, part of SCM website - provides contact information, DMBE and eVA assistance</li> <li>SWAM spend reporting now tracked on VITA dashboard</li> <li>VITA submits weekly SWAM Action Reports to DMBE and Secretary of Technology's office.</li> <li>Support for supplier diversity business opportunity fairs</li> <li>Aggressive Spend Targets in FY06 SWAM Plan.</li> </ul>
2. Increase VITA direct SWAM spending to \$7.4 million, from \$4.1 million in FY 2004, by September 30, 2005	September 30, 2005	Green	<ul style="list-style-type: none"> <li>FY04 SWAM Spend - \$4.2 M</li> <li>FY05 SWAM Spend - \$11.8 M against a target of \$7.4M</li> <li>Percent of Direct VITA SWAM spend increased from 4.2% in fiscal year 2004 to 12.3% in fiscal year 2005 - an increase of 184%.</li> <li>Including subcontractors, total VITA SWAM spend increased from 4.2% in fiscal year 2004 to 16.8% in fiscal year 2005 - a 288% increase.</li> </ul>
3. Create the Security Advisory Group, composed of all agencies' Information Security Officers, in November 2004 and conduct security risk assessments for VITA, small, medium, and large agencies by September 30, 2005	September 30, 2005	Green	<ul style="list-style-type: none"> <li>Security Advisory Group has been created. The group is composed of agency ISO's and meets on a monthly basis.</li> <li>Security Services has selected a business partner to perform the in-scope agency security assessments. The assessments started March 2005.</li> <li>Project scope was modified to comprise the 46 assessments that have been completed.</li> <li>This objective has been met.</li> </ul>
4. Conduct security assessments for remaining VITA customer Agencies by December 31, 2006	December 31, 2006	Green	<ul style="list-style-type: none"> <li>Security assessments of remaining VITA customer Agencies are pending approval of the Commonwealth IT Security Standard, and availability of resources funded by the IT Security Management rate required to complete the assessments.</li> </ul>
5. Develop and implement a Statewide Information Security Program by July 1, 2005	July 1, 2005	Red	<ul style="list-style-type: none"> <li>The Statewide Information Security Program is in process.</li> <li>The Enterprise Information Security Policy and Standards have been developed and are currently under review for publication.</li> <li>The Enterprise Information Technology Security Policy and Standard define the statewide information security program, and, once published, will enable its implementation.</li> <li>This objective was not completed by the July target due to limited people and financial resources</li> </ul>
6. Update the IT Strategic Technology Plan and Business Plan by September 30, 2005	September 30, 2005	Green	<ul style="list-style-type: none"> <li>VITA submitted its Business Plan to the Department of Planning and Budget in July 2005 – they had no changes or suggested improvements.</li> <li>VITA completed its Commonwealth IT Refresh Plan during the summer.</li> </ul>